



MNsurance Board of Directors Meeting Minutes

Wednesday, January 11, 2023, 1 – 3 p.m.

Hybrid: Remote via WebEx and in-person

355 Randolph Avenue, Suite 100, St. Paul, MN, Mississippi Conference Room

Participants in attendance: David Fisher, Jessica Kennedy, Suyapa Miranda, Stephanie Stoffel, Daniel Trajano, Andy Whitman

Staff in attendance: Angela Benson, Libby Caulum, Katie DeGrio Channing, Nate Clark, Claire Hahn, Joel Ingersoll, Kari Koob, Mary Robinson, Dave Rowley, Anne Sexton, Brian Sittarich, Christina Wessel, Morgan Winters, Jo Wright

ASL interpreters: Rita van der Puije, Jennifer Williams

Meeting Topics

Welcome

Suyapa Miranda, Board Chair

The meeting was called to order at 1:04 p.m. by Chair Suyapa Miranda. Chair Miranda read MNsure’s purpose: The purpose of MNsure is to ensure that every Minnesota resident and small business, regardless of health status, can easily find, choose and purchase a health insurance product that they value and does not consume a disproportionate share of their income.

MNsurance’s chief legal counsel, Dave Rowley, conducted a roll call for attendance. David Fisher, Jessica Kennedy, Chair Miranda, Stephanie Stoffel, and Daniel Trajano were present. Andy Whitman indicated he was online but was having technical difficulties. Assistant MacDonald was absent. Mr. Rowley noted that a quorum was present.

Public Comment

None.

Administrative Items

Suyapa Miranda, Board Chair

Chair Miranda asked for a motion to approve the meeting minutes from board meetings on October 19, 2022, and November 16, 2022.

MOTION: Mr. Fisher so moved. Vice Chair Stoffel seconded. A majority of the board voted to approve the motion.

Secondly, MNsure Senior Director of Public Affairs Libby Caulum presented the MNsure 2022 annual report, as created for the Minnesota Legislature, for the board's formal comment, edit and adoption. Ms. Kennedy commented that the report was well put together and she was impressed with the report.

MOTION: Dr. Trajano moved to approve the annual report. Mr. Fisher seconded and noted that the report was well done. Dr. Trajano also noted the very impressive work. A majority of the board voted to approve the motion.

Third, MNsure Senior Director of Partner Relations Christina Wessel presented proposed new and reappointed advisory committee members. Biographies for each will be available on MNsure's website.

MOTION: Mr. Whitman moved to approve members as presented to the board. Mr. Fisher seconded. Unanimous vote to approve.

Chair Miranda introduced one additional administrative item and announced to the board that MNsure CEO Nate Cark has submitted his resignation effective March 15, 2023. Chair Miranda asked for a motion to accept the resignation.

MOTION: Mr. Whitman moved to accept the resignation of Mr. Clark, effective March 15, 2023. Dr. Trajano seconded. Mr. Fisher joked that he'd like Mr. Clark to reconsider. Vice Chair Stoffel thanked Mr. Clark for his work and valuable leadership. Ms. Kennedy also acknowledged Mr. Clark's operational expertise and the stability of MNsure during his tenure. The board unanimously voted to approve the motion. Mr. Clark expressed his thanks and said it's been an honor.

Chair Miranda and Vice Chair Stoffel together recommended that Sr. Director of Public Affairs Libby Caulum be appointed as MNsure's acting CEO effective March 16, 2023. Chair Miranda asked for a motion, pursuant to the Open Meeting Law, to move into a closed session to evaluate and discuss the recommendation for acting CEO.

MOTION: Vice Chair Stoffel so moved. Dr. Trajano seconded. Ms. Kennedy recused herself; a majority of the board voted to approve the motion and at 1:25 p.m. the board went into closed session.

At approximately 2:13 p.m., the board came back from closed session. Chair Miranda reported that the board voted to appoint Ms. Caulum as acting CEO effective March 16, 2023, with an annual salary of \$166,284. Chair Miranda also recommended the board form a search committee, consisting of the chair and vice chair, to conduct a robust search for the next permanent CEO. Chair Miranda recommended that the board grant this search committee the authority to conduct all aspects necessary for the search. The committee will provide the board with periodic updates regarding the search and will present a slate of qualified candidates for the full board's consideration.

MOTION: Mr. Fisher offered a motion to authorize Chair Miranda and Vice Chair Stoffel to create and lead the CEO search committee as described. Dr. Trajano seconded. Mr. Fisher asked whether the committee would hire a search firm to assist. Mr. Rowley explained that MNsure and the Department of Human Services (DHS) human resources office would work together with Minnesota Management and Budget (MMB) to conduct a nationwide search, with Mr. Rowley acting as liaison. Ms. Kennedy recused herself; a majority of the board voted to approve.

CEO Report

Nate Clark, MNsure Chief Executive Officer

Mr. Clark thanked the board for their support of MNsure and its mission and thanked Ms. Caulum for her work and for accepting the interim CEO role. Mr. Clark said that Ms. Caulum and the board have his full support in this decision.

2022 Highlights

As described in the annual report submitted to the Minnesota Legislature, MNsure has several accomplishments from 2022 to be proud of. Over the past few years, MNsure has focused on:

- Improving the consumer experience
- Increasing operational efficiency
- Lowering the uninsured rate by increasing enrollment

The operations and Contact Center teams' innovations have delivered measurable improvements, including a decline in call volumes, more languages available on the interactive voice response system, shorter wait times, fewer transferred calls, and new online tools to reduce the need for consumers to call. MNsure also quickly and efficiently implemented system changes to deliver benefits to Minnesota consumers following important federal policy changes, including the Inflation Reduction Act and the "family glitch" fix — both had the impact of expanding eligibility of tax credits to more individuals and families. Minnesota's uninsured rate is about 4%, and MNsure plays an important role in accomplishing this.

Open Enrollment Update

At this point in time, a full report of the open enrollment period is not available since it is ongoing through January 15, 2023. A full report of results will be available at the board meeting in March.

Mr. Clark provided an overview of MNsure enrollment data between November 1 and December 31, 2022 (slide 5):

- 122,255 qualified health plan (QHP) sign-ups
- 19,265 Medical Assistance (MA) applications
- 2,950 MinnesotaCare applications

Over 56% of QHP-enrolled households are receiving tax credits averaging approximately \$527/month, per household. About 18% of private health plan sign-ups are from new consumers (Minnesotans who were not enrolled in coverage when MNsure renewals ran in September 2022).

Turning to effectuated enrollments (slide 11), MNsure's enrollment has declined to 102,936 by the end of December 2022. This represents about a 1% decline from October – November, and 1% decline from November – December; however, total effectuated enrollment remains higher than the planning assumptions used when developing this year's financial forecast. Slide 12 shows actual premium withhold revenue (PWH) have exceeded the forecast by about \$510,000. MNsure is starting the calendar year in a good fiscal position and Mr. Clark does not anticipate needing to make any substantial changes to operational plans.

Dr. Trajano asked about the revenue surplus above what was forecast and reasons behind it. Mr. Clark replied that two things drive PWH actual numbers — how many people effectuate enrollment and average premium prices — and MNsure has seen stronger performance than expected. Dr. Trajano asked a follow-up question about additional developments that may have contributed, and Mr. Clark agreed that the continuation of expanded benefits (Inflation Reduction Act) meant more Minnesotans kept their coverage.

From an IT and operations performance standpoint, open enrollment has been very smooth to date. Auto-renewal processing went well before the open enrollment period, and once open enrollment began, MNsure has had lots of success assisting consumers. To date, the Contact Center has handled approximately 50,000 calls with an average wait time of one and a half minutes. The Contact Center has successfully maintained service levels over 90%, even as average daily call volume has significantly increased from October – December (slide 13) — the result of terrific planning and management of the Contact Center and operations as well as partnership with MNIT.

Mr. Fisher asked about the significant improvement in service level from October to November and December. Mr. Clark answered that the Contact Center does increase staff during open enrollment when call volume picks up. Secondly, staff that are busy with manual processing (for example, life event changes) in October can flex over to the phone lines in November and December to manage the higher call volumes.

The open enrollment deadline is just a few days away. MNsure's Contact Center will be open extended hours on both Saturday and Sunday, and we are looking forward to a strong finish.

Additional Updates

It's tax time, and consumers who were enrolled in a QHP in 2022 will receive a 1095-A form from MNsure. The deadline for issuing these forms is January 31, 2023, and MNsure expects to mail about 80,000 well ahead of that date.

The COVID-19 Public Health Emergency (PHE) has been extended once again by the federal government; however, the recent omnibus appropriations bill decoupled the PHE and continuous coverage requirements for Medicaid, and established April 1 as the new deadline for

continuous coverage requirements. DHS, MNsure and MNIT are now preparing to execute plans prepared over the last two years to help Minnesotans maintain coverage and avoid gaps as some move from public programs to QHPs. MNsure will provide an overview of these plans at the board meeting in March.

Dr. Trajano asked how many Minnesotans will be affected by the end of Medicaid continuous coverage requirements. Mr. Clark replied that he would follow-up with those estimates, and that there are currently 1.4 million Minnesotans who are currently enrolled in public programs (Medical Assistance and MinnesotaCare). All of those individuals or families will have their eligibility redetermined (checked) over the course of 13 months: some will lose public program coverage for administrative reasons (for example, they may not return documentation as required), while others will no longer be eligible (for example, because their income has changed) and may become QHP-eligible instead. MNsure's success will hinge on our ability to communicate with target populations and our operational ability to handle the workload.

Chair Miranda asked about our methods of communication. Ms. Caulum responded that MNsure has been coordinating with DHS on communications for several months already. MNsure will send official notices to the populations that we can identify as well as using email and text messages. Our marketing campaign outside of open enrollment will also remind consumers that they should come to MNsure if they lose coverage for any reason.

Mr. Clark thanked Assistant Commissioner MacDonald, who is retiring in March 2023, and expressed thanks to MNsure leadership, staff, and partners. Ms. Kennedy also thanked staff and partners for their work over the upcoming weekend leading up to the final enrollment deadline.

IT and Executive Steering Committee Update

Brian Sittarich, MNIT METS Project Manager

Open enrollment successfully launched on November 1. We're now 76 days in and there have been no significant IT issues. The few minor issues identified were resolved by MNIT and MNsure staff following established processes and procedures, with no impact to MNsure consumers. The MNIT change freeze remains in effect until January 16, 2023, for MNsure and DHS.

Mr. Whitman asked about the change freeze. Mr. Sittarich reminded the board that the change freeze means no updates are made to IT systems without approval, to ensure system stability during this important time for MNsure operations.

Mr. Sittarich reported there is one update to the list of ongoing work in the METS portfolio roadmap (slide 25) since the last board meeting: the Curam upgrade changed from in progress to on hold to free up resources for the renewal self-service, or RSS, project. The Curam upgrade is expected to start again in May-June 2023, with an expected release in spring 2024. The current version will be fully supported by the vendor (Merative) through April 2024.

There are multiple updates to the list of development projects. The Unique Person ID project is still active as a defect was discovered in late September; this project will be in progress through the winter release deployment to fully resolve the defect. Secondly, the Data Access and Management Reports team has received approval from METS SGG and is in the process of closing this project. This effort will be transitioning to maintenance and operation and will no longer be tracked as a project in the roadmap. Third, the METS Configuration Auditing project shifted from in progress to on hold and will restart February 1, 2023.

Vice Chair Stoffel asked about the METS Configuration Auditing and its impact. Mr. Sittarich explained that the project was put on hold during open enrollment. This project will improve METS audit results by creating processes that integrate automatically with the Centers for Medicare and Medicaid Services (CMS) and improving compliance. Vice Chair Stoffel asked about the timeline for resuming the project, and Mr. Sittarich confirmed this work should restart on February 1.

Dr. Trajano asked about IT risks and whether MNsure and MNIT feel confident about MNsure's IT systems and ability to support the anticipated increase in workload when the Medicaid continuous coverage requirements end (also known as the "unwinding"). Mr. Clark responded that particular IT aspects will be important for the unwinding, like the RSS project, and that he will be keeping an eye on it as it would have an impact on MNsure if it does not deliver as expected.

Dr. Trajano also asked about the Disaster Recovery item that is crossed out in the list of ongoing work in the roadmap. Mr. Sittarich replied that this project has been folded into the METS operations budget and will not be tracked as a stand-alone project in this roadmap.

New Business

None.

Adjourn

Suyapa Miranda, Board Chair

MOTION: Mr. Fisher moved to adjourn the meeting. Vice Chair Stoffel seconded. The motion passed unanimously.